

CITY OF COVINGTON JOB DESCRIPTION

Job Title: Customer Service Specialist

Department: Parks & Recreation

Reports To: Aquatic Supervisor

Overtime Classification: Non-Exempt

Date: March 2014

Definition:

Serve as the primary customer service representative to facilitate customer transactions for the City of Covington, especially regarding aquatics, athletics and recreation program/activity registrations. Responsible for cashiering, front desk customer service, and other tasks as assigned. Also serves as a Lifeguard in secondary or emergency circumstances, thereby responsible for ensuring the life safety of Covington Aquatic Center patrons through patron surveillance, water safety education, enforcement of safety rules, and appropriate response to emergencies and difficult situations. This position involves advanced clerical activity to support customer interaction with city programs and requires a thorough understanding of office procedures and customer relations techniques and practices, including the ability to resolve customer issues and effectively handle customer interactions in a manner that has a positive reflection on the city. Must be responsible, trustworthy, and able to work independently without direct supervision, or as part of a staff team. This position may be required to work special events, evenings, weekends, and split shifts.

Supervision:

Works under the supervision of the Aquatics Supervisor.

Essential Job Functions:

- Provide high-quality customer service and clear communication regarding facility operations and programs to the public and co-workers.
- Oversee general customer service, customer accounts, record-keeping, registration procedures, facility reservations and scheduling, POS systems and revenue collection procedures.
- Coordinate registration procedures and provide continuous communication between aquatics, athletics and recreation programs staff and administration.
- Oversee ActiveNet (recreation software) operation, including POS systems, registration, customer account management, memberships, and activity management. Develop, implement, and revise as needed procedures for utilizing ActiveNet.
- As directed, coordinate detailed scheduling for fields and facilities (user groups, rentals, etc.).
- Provide or assist with front desk customer service duties, as directed, including answering phones, greeting customers, addressing patrons' concerns, helping with questions, completing registrations, completing reservations, and selling memberships.
- Provide assistance for customer inquiries and complaints; identify customer service problems and conduct research; communicate results to customer, as directed.
- Train and mentor part-time front desk customer service staff, as assigned.

- Prevent accidents and injuries through patron surveillance, rule enforcement, and water safety education. Respond to all emergencies, including active drowning victims and other life-threatening situations. Report any injuries, incidents, or damage using appropriate forms.
- Communicate well with other Parks & Recreation Department staff to ensure the safety of patrons and smooth operation of activities. Communicate any concerns or problems regarding safety, patrons, activities, the facility, or personnel to a supervisor.
- Complete mandatory and assigned trainings, and maintain all required certifications.

- Assist with special events, as directed.

Non-Essential Job Functions:

- Monitor facility and complete inspections and facility safety checks, as needed or when assigned. Assist with basic facility maintenance.
- Perform other duties of a similar nature, as assigned.

Qualifications:**Knowledge of:**

- Customer service techniques and skills.
- Parks & recreation programs.
- City and Parks & Recreation Department policies and procedures.
- First Aid and CPR.
- Lifeguard techniques and principles.
- Effective public relations techniques and principles, including skill in working with diverse populations and cultures.
- Conflict resolution skills.
- Mathematical skills.
- Personal computer and applicable software.

Ability to:

- Effectively interact with a diverse public in a positive and gracious manner.
- Resolve customer issues and diffuse tense situations.
- Physically perform essential functions of this position.
- Enforce aquatics program safety practices.
- Arrive on time, prepared to lifeguard and perform other duties.
- Lifeguard and perform other duties in a professional manner.
- Adhere to blood borne pathogen training and safety standards.
- Establish and maintain effective working relationships with fellow employees and the general public.
- Communicate effectively, both verbally and in writing.
- Utilize personal computer and applicable software to fulfill requirements of the position.

Education and Experience:**Minimum Criteria:**

Any combination of knowledge, skills and experience to satisfy the essential job functions will be considered. Must also satisfy the Special Requirements set forth below.

Preferred Criteria: *(In addition to Minimum Criteria)*

Minimum of one (1) year of experience working in recreation, education, or related field; or some college-level coursework in recreation, education, or related field.

Special Requirements:

- American Red Cross Lifeguard certification.
- Proper documentation to fulfill the requirements of the Immigration and Nationality Act within three (3) days of employment is a condition of employment with the City of Covington.

Physical Demands and Work Environment:

- **Constant Demands:** Sitting, talking, hearing, seeing, standing, walking, stooping, kneeling, swimming, balancing.
- **Frequent Demands:** Climbing, crawling, pushing, pulling, feeling, reaching, lifting, grasping, twisting above the waist and reaching, bending at waist, repetitive hand and arm motion, and fine finger manipulation in the use of a computer. Strenuous physical activity.
- **Occasional Demands:** Responding to emergency situations.